

USPS Report on PRC Rate and Service Inquiries for April 2015

The Postal Regulatory Commission referred 42 inquiries to the Postal Service in April, 2015. Customers received responses on average within 9 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (30) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (6) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (6) – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

National Dog Bite Prevention Week, May 18-24, 2015



Dogs attacked 5,851 postal employees on the job last year. In preparation for National Dog Bite Prevention Week, May 18-24, USPS has released a [*list of the cities*](#) where dog attacks occur most frequently.

“There’s a myth we often hear at the Postal Service: Don’t worry — my dog won’t bite,” said Safety Manager Linda DeCarlo. “Dog attacks are a nationwide issue and not just a postal problem. Any dog can bite, and all attacks are preventable through responsible pet ownership.”

Annually, dogs bite 4.5 million Americans — half of whom are children — according to the Centers for Disease Control and Prevention.

DeCarlo also reminds customers to safely handle their dogs around USPS employees. She says customers should place dogs in a separate room and close the door before a letter carrier delivers their mail.

She also asks dog owners who have children to remind them to keep the animals secured. Children should not take mail directly from letter carriers in the presence of a dog because the animal may see it as a threatening gesture.

The Postal Service places the safety of its employees as a top priority. If a letter carrier feels threatened by a dog or if a dog is running loose, the owner may be asked to pick up the mail at the Post Office until the carrier is assured the animal has been restrained. If the dog is roaming the neighborhood, the dog owner’s neighbors may be asked to pick up their mail at the Post Office as well.

National Dog Bite Prevention Week is sponsored by the Postal Service, veterinarians, the insurance industry and others to educate the public that dog bites are avoidable.